

DRAWINGS
FOR
APPLICATION
FOR
UNITED STATES LETTERS PATENT

TITLE: ESTABLISHING COMMUNICATION BETWEEN A
REMOTE AGENT AND AN END-USER

APPLICANTS: MICHEL BURGER AND ANNE HARDY

FIGURES: 1 through 2

SHEETS: 2

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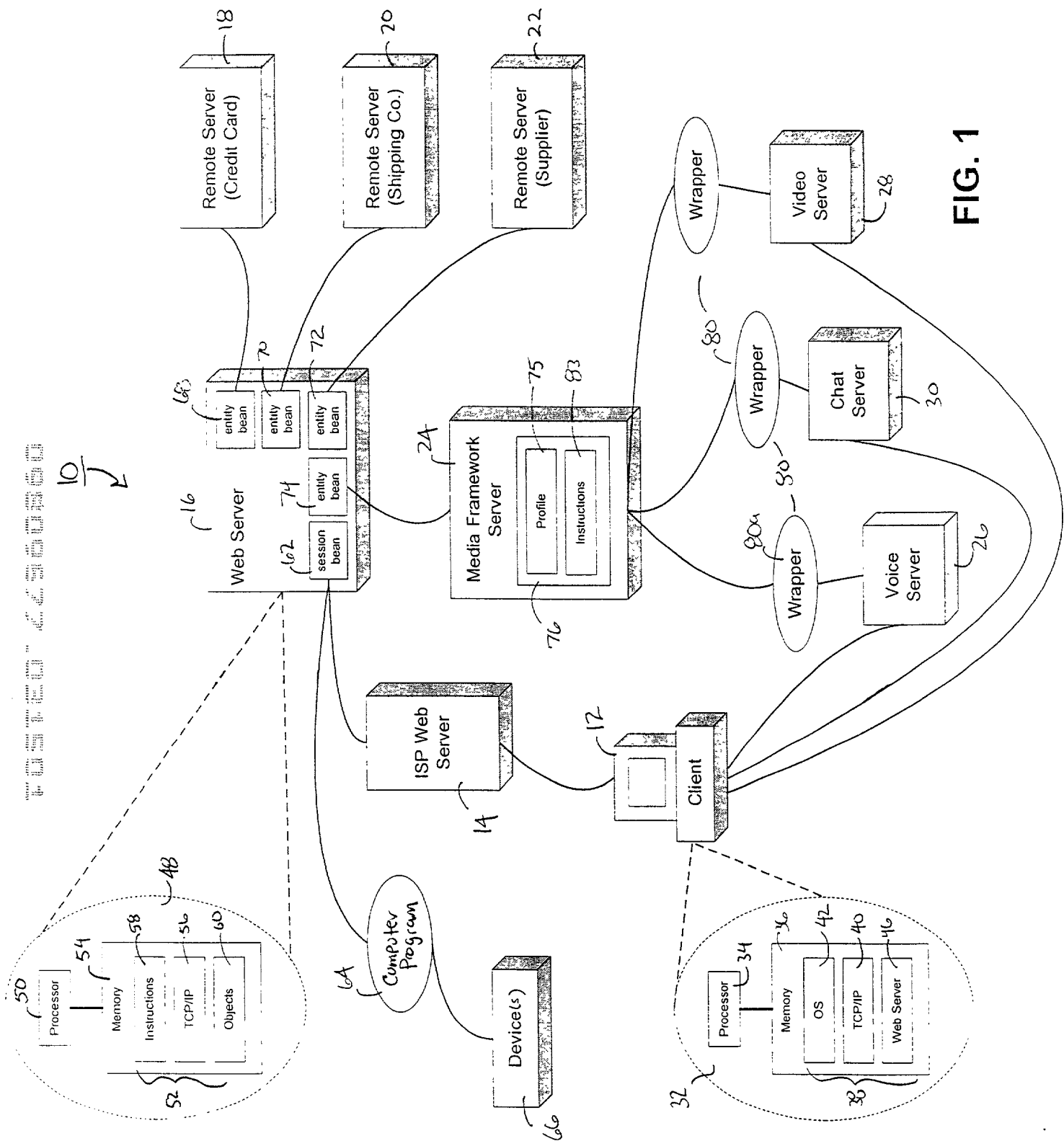
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RECEIVE END-USER
CONTACT INFORMATION

84

STORE CONTACT
INFORMATION IN
PROFILE

86

RECEIVE
COMMUNICATION MODE

88

PROVIDE CONTACT
INFORMATION AND
COMMUNICATION MODE
TO COMMUNICATION
SERVER

90

82
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FIG. 2